



Octopus Education – Terms and Conditions

Last updated: January 2026

Welcome to Octopus Education. We are delighted that you have chosen to learn with us. These Terms and Conditions set out the agreement between Octopus Education and parents or carers when a child is enrolled in any of our sessions, courses or programmes. By signing up to our services, parents or carers confirm that they have read, understood and agree to these Terms and Conditions and agree to support their child in following our Behaviour Policy.

Our aim is to create a warm, supportive high quality learning environment where every child feels safe, valued and able to thrive.

1. Definitions

- "Octopus Education", "we", "us", "our" refers to Octopus Education.
- "Parent/Carer" refers to the adult responsible for booking and payment.
- "Student" refers to the child attending sessions.
- "Services" refers to all tutoring, courses, workshops, holiday sessions and educational activities provided by Octopus Education.

2. Acceptance of Terms

When parents or carers complete a booking with Octopus Education, they:

- Confirm that all information provided is accurate and complete.
- Accept these Terms and Conditions in full.
- Agree that their child will follow our Behaviour Policy and treat staff and other students with kindness, respect and courtesy.

Octopus Education reserves the right to update these Terms and Conditions at any time. The most current version will always be available on our website.



3. Bookings and Payments

- Places are confirmed only once full payment, or an agreed deposit, has been received.
- Payments must be made by the stated deadline. If payment is not received, the place may be offered to another student.
- Fees are non-transferable between students without prior written agreement from Octopus Education.

4. Attendance

- Regular attendance is expected so that students can benefit fully from our carefully planned sessions.
- Where a course or programme has a waiting list and a student repeatedly fails to attend, or does not attend without reasonable notice, Octopus Education reserves the right to withdraw that student's place and offer it to another child on the waiting list.
- In this situation, parents or carers will receive a refund for any unused sessions, minus an administration fee.
- Administration fees will not exceed 5% of the total original booking value.

5. Cancellations and Refunds

- Cancellation requests must be made in writing, email is acceptable.
- Refunds will be issued in line with our refund policy and may be subject to an administration fee, which will not exceed 5% of the total booking value.
- No refunds are given for missed sessions unless there are exceptional circumstances. This decision will be at the discretion of the directors. Their decision will be reasonable, fair and final.
- Octopus Education reserves the right to cancel or reschedule sessions due to unforeseen circumstances such as staff illness, severe weather or low enrolment. In these cases, a refund or alternative session will be offered wherever possible.



6. Behaviour and Conduct

- All students are expected to always follow the Octopus Education Behaviour Policy. This is to ensure all students have an environment conducive to learning and allows Octopus Education to function at its very best, and in the safest way possible.
 - We reserve the right to remove a student from sessions, without refund, if behaviour is unsafe, disruptive, or repeatedly breaches our Behaviour Policy.
 - Parents or carers will be informed promptly if any serious behavioural concerns arise, and we will always seek to work together in the best interests of the child.
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7. Safeguarding and Wellbeing

- Octopus Education is committed to safeguarding and promoting the welfare of children and young people.
 - All staff have Enhanced DBS checks.
 - Any safeguarding concerns will be handled sensitively and in line with our safeguarding policy.
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8. Medical and Additional Needs

- Parents or carers must inform Octopus Education in writing of any medical conditions, allergies, learning needs or additional support requirements before the start of sessions.
 - While we will always aim to make reasonable adjustments where possible, we cannot guarantee provision for all individual needs.
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9. Liability

- Octopus Education accepts responsibility for students only during scheduled session times.
- We do not accept liability for loss or damage to personal property brought to sessions.
- Nothing in these Terms and Conditions limits or excludes liability where it would be unlawful to do so.



10. Data Protection

- Personal data is processed in accordance with UK GDPR and our Privacy Policy.
- Information is used only for purposes connected with the delivery of our services and will not be shared with third parties without consent, unless legally required.
- In certain circumstances, we may be legally required to share information, for example where there are safeguarding concerns. This may include sharing relevant information with social services, the police or other agencies responsible for the protection and welfare of children.

11. Photography and Media

- From time to time, Octopus Education may take photographs or videos for learning, training or marketing purposes.
- Parents or carers will always be asked for consent in advance and may withdraw consent at any time.

12. Complaints

- Any concerns or complaints should be raised in writing with Octopus Education as soon as possible.
- We aim to resolve all concerns promptly, fairly and professionally.

13. Governing Law

These Terms and Conditions are governed by and interpreted in accordance with the laws of England and Wales, and any disputes shall be subject to the exclusive jurisdiction of the English courts.

If you have any questions about these Terms and Conditions, please contact Octopus Education, info@octed.co.uk. We are always happy to help.

